











## Cornwall Council Customer Service Promise

### We will be reliable and put you first






	<p>Set clear plans</p>
	<p>Do what we say, on time, get it right.</p>
	<p>Keep you updated</p>
	<p>Listen to your feedback</p>

### We will make our service right for you




	<p>This means to give you choices</p>
	<p><b>Online</b> - to pay, book, apply, report and give feedback</p>
	<p><b>Phone</b> - we aim to answer your call within 5 minutes and will try to sort things out there and then.</p>
<p>10</p> 	<p><b>Letter</b> – if you write to us, we aim to get back to you within 10 working days. Sometimes you can make an appointment.</p>

	<p><b>Be open to all</b> – provide easy access to buildings and use plain English</p>
	<p><b>Give you support</b> – if you are a vulnerable person or cannot use the internet</p>

**We will be trustworthy**

	<p>Be open and honest about our work</p>
 <p style="text-align: center;">Understand</p>	<p>Explain our decisions</p>
	<p>Deal with all your comments, try to get it right and say sorry if we get it wrong.</p>
	<p>Treat you fairly and be polite</p>
	<p>Be confidential and keep your data safe</p>

**We ask you to:**

	Be polite to our staff
	Tell us your views
	Let us know if you need help

Produced by : CHAMP's Team Cornwall Council

